

# Health and Human Services Commission

## Purchase Order

Dispatch via Print

<b>Payment Terms</b> Net 30	<b>Freight Terms</b> Prepaid & Allow	<b>Ship Via</b> BEST WAY	<b>Purchase Order</b> <b>HHSTX-3-0000303668</b>
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<b>All shipments, shipping papers, invoices, and correspondence must be identified with our Purchase Order Number.</b>			<b>Revision</b> 6943 - Austin:6101 E Oltorf HEALTH & HUMAN SERVICES COMMISSION 6101 E Oltorf Austin TX 78741 United States
			<b>Page</b> 1

**Vendor:** 1741976051 1  
WORKQUEST  
1011 E 53RD 1/2 ST  
AUSTIN TX 787511703  
United States

**Bill To:** Invoice-HHSC Accounting  
HEALTH & HUMAN SERVICES COMMISSION  
4601 W Guadalupe St  
Austin TX 78751  
United States

**Fax:** 512/424-6901  
**Email:** HHSC\_AP@hhsc.state.tx.us

**Purchaser:** Muhammad, Demetta Jon 512/406-2423

Line-Sch	Inventory Item ID - Line Description	Class/Item	Quantity	UOM	PO Price	Extended Amt	Due Date
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FY23 funding  
EX/0- TGC 2155.441 - Managed Term Contract 962-M3  
Requisition 208036  
PO Service Dates 11/07/2022 to 02/06/2023

This purchase order is contingent upon the continued availability of lawful appropriations by the Texas Legislature and may be canceled at any time in whole or part without penalty. HHS or the agency does not commit to ordering specific quantities of goods/services or dollar amounts with respect to this purchase order. The agency shall be obligated to pay for only those goods and/or services ordered and received by the agency. Any funds not utilized by 08-31-2023 are automatically canceled.

Per contract at no additional charge, we request a standard DPS criminal history check. However, criminal background checks, which utilize sources other than or in addition to DPS and for areas beyond Texas, are available upon request at an additional fee of \$25.00 for each personnel. This additional charge should be included on the purchase order as requested.

Texas District: 14

Job classification: 0230  
Job class title: System Support Specialist III Position # 80333  
Job skill level: Experienced  
Temp: TBD  
Hours per week: 40 hours/week  
Estimated hours: 552 Hours

**JOB DESCRIPTION:**

The DDS System Support Specialist is selected by the Systems Management Services Unit Manager (SMSUM) with the approval of the Directorate Manager of Systems Management Services. Under general supervision by the SMSUM, performs system support work to provide hardware and software support to approximately 1,000 customers in DDS offices in Austin. Performs a broad range of highly complex system support work in an Intelligent Workstation/Local Area Network (IWS/LAN) system environment comprised of an AS400/iSeries, multiple Ethernet LANs, IBM PC/Compatibles, Windows, numerous desktop applications including case management system (for case support), word processing, electronic mail, spreadsheet, database applications, graphics, and software applications. Duties include staffing the DDS User Help Line, routinely dealing with all levels of DDS staff to resolve a broad range of highly complex computer problems by phone and in person, installation, repair, and maintenance of IBM PC/Compatibles, creation and maintenance of user profiles and other database tables on Network and case management system, and preparation of complex database reports or verbal briefing reports for higher management.

Duties also involve evaluating software applications, interpreting technical documentation for users, writing user documentation, and training DDS staff on operation of DDS hardware and software. Consult with users and recommend software alternatives to supplement IWS/LAN case management system applications and develop customized applications to meet user system requirements. Mentors and trains entry level System Support Specialists and serves as backup on LAN Administration, AS400/iSeries operations, and as assigned. Works under general supervision with moderate latitude for the use of initiative and independent judgment. Performs other duties as assigned to maintain unit operations. May be required to work day, evening, or weekend shifts to meet demands of adequate system support. Occasional statewide and local travel may be required. DDS employees perform all business functions for SSA, using the federal SSA network and equipment. Homeland Security Presidential Directive (HSPD)-12 security clearance is required.

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Knowledge, Skills, and Abilities (Please copy and paste here if on another document):

- Knowledge of SSA, HHS, and DDS procedures on systems security, virus control, inventory control, and database management.
- Knowledge of AS400/iSeries operating principles and procedures.
- Skill in troubleshooting techniques to diagnose hardware and software problems and guide less experienced staff to perform troubleshooting tasks.
- Skill in design and development of customized desktop applications and a talent for interacting with user groups.
- Skill writing, editing, and communicating (both verbally and in writing) technical information to staff having a lower level of technical expertise.
- Skill in organizing, prioritizing, and managing multiple tasks to meet overlapping deadlines and to work independently, under pressure, with minimum supervision.
- Skill in reading complex documentation, interpreting it for others, and training less experienced staff.
- Skill in functioning as part of a team and contributing to a harmonious working environment.
- Skill in communicating with all levels of staff in the Commission, being tactful, patient, and courteous in all interactions.
- Ability to utilize Windows operating systems and associated software to include Microsoft Word, Excel, Access, PowerPoint, and Outlook.
- Ability to utilize an AS400/iSeries computer.
- Ability to utilize Ethernet Local Area Network operating environment, and Windows.
- Ability to provide first class customer service.
- Ability to conform to established policies, procedures, and practices.
- Ability to move, lift, and install hardware and supplies weighing 40 to 50 pounds.
- Ability to serve in a leadership role exercising independent judgment in assuming unit coverage ensuring that component work obligations are met.

Service Period  
Start date: 11/07/2022  
End date: 02/06/2023

Hours: 8:00 am - 5:00 pm  
Days per week: Monday - Friday

Department: SMS  
Street Address of Work Location:  
HHSC/DDS  
6101 E. Oltorf Street  
City/State/Zip: Austin, TX 78741  
Bldg/Room#:

Supervisor Contact (Time card approval/resume reviewer/interviewer):  
Rick Moothery  
Phone: 512-437-8092  
Email: rick.moothery@ssa.gov

Agency Contact:  
Donna Aleman  
Phone: 512-437-8873  
Email: donna.aleman@ssa.gov

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Accounts Payable Contact Name:  
Wesley Guerrero  
Phone: 512-437-8351  
Email: Wesley.Guerrero@ssa.gov  
Invoice Address: DDS.TX.S49.ESO@ssa.gov

Vendor: WorkQuest  
Address: 1011 E 53 1/2 St  
Austin, TX 78751  
Supplier/Payee ID: 1741976051  
CPA ID#: 84202  
Contact: Paige O Boyle  
Phone: 512-730-3162  
Email: tempservicepo@workquesttx.com; paige.oboyle@peakperformers.org

PCS Purchasing contact  
Demetta Muhammad  
512-406-2423  
demetta.muhammad02@hhs.texas.gov

1-1	11/7/22-2/06/23, Temp Services, 0230 System Support Specialist III Experienced, Position 80333	962-69	552.00	HR	44.80000	\$24,729.60	10/27/2022
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**Schedule Total**                   \$24,729.60

**Item Total for Line 1**                   \$24,729.60

**Total PO Amount** \$24,729.60

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No substitutions or cancellations are permitted without prior approval by Health & Human Services Commission. If contractor fails to deliver by promised delivery date (or reasonable time thereafter) or fails to meet requirements, Health & Human Services Commission reserves the right to purchase elsewhere and charge an increased cost and handling to contractor.

Over shipments will not be accepted unless authorized by Buyer prior to shipment. The dispute resolution process provided for in Chapter 2260 of the Texas Government Code must be used by the Health & Human Services Commission and Contractor to attempt to resolve all disputes arising under the contract.

Performance under this purchase order is acceptance of the attached affirmations and terms and conditions.

**Authorized By**



**10/27/2022**